

Sales & Lettings Manager (Valuer/Listener)

Responsible to: Shahid Miah/Habib Rahman

Accountable for:

1. Personal performance, conduct and presentation.
2. Achieving minimum new instruction target for the branch, whilst aiming to promote the long-term growth of the Company name.
3. Providing a high level of customer service to all clients.

Duties:

- Weekly 1:1 to review set targets.
- Proactively generate new and repeat business opportunities for market appraisals, instructions, viewings and lets within various markets.
- Prepare activity reports as required.
- Canvass and leaflet to seek new business opportunities including targeting competitors.
- Allocate daily diary slots to call prospective landlords.
- Arrange and attend market appraisals and viewings.
- List and market properties and web portal population.
- Arrange and attend market appraisals and viewings.
- Maximise board presence and promote brand awareness at all times.
- Attend network events.
- Maintain and increase agreed fee levels.
- Register potential tenants.
- Liaise and negotiate offers between landlords and tenants.
- Close deals.
- Communicate with landlords with regards to marketing feedback, viewings and hot prospects, put forward offers from applicants and agree terms with landlords when needed to support the Lettings team.
- Provide practical solutions to landlords with regards to achieving a prompt let.
- Give only carefully considered and qualified market advice using effective comparables.
- Ensure offers are accepted, all terms agreed and application forms are completed in full by prospective tenants when covering for colleagues.
- Ensure all tenancies commence in line with legislation and Martin & Co guidelines.
- Take deposits and record receipt of all monies if required.
- Progress transactions accurately and efficiently.
- Supervision of an effective applicant database, ensuring regular contact is made with all prospective tenants.
- Organisation of office procedures and staffing as a senior member of staff.
- Maintain office systems/software and working procedures.
- Provide ongoing training and support for junior members of staff.
- Ensure effective teamwork and co-operation between staff.

- Deal with complaints effectively and promptly and take advice as needed.
- Attend all meetings and training courses as required by your line manager.
- Daily morning diary preview of planned activities for the day at 09:00
- End of day review at 17:15 to discuss targets have been met
- Efficient diary planning.
- From time to time perform duties outside of this job description reasonably requested of you.

Main Objectives:

- To achieve pre-agreed targets, operating to the standards required by the company.
- Demonstrate high standards of professionalism, courtesy and efficiency in dealing with the public.
- Problem solving as necessary.
- Maximize opportunities for market appraisals and instructions.
- Seek to increase office market share and generally promote 'brand awareness'.
- Maintain and increase agreed fee levels.
- To operate with the confines of the Housing Act and lettings legislation.
- To operate to the standards set by our regulatory bodies.
- To set an example for all junior members of staff & mentor as required.
- Achieve the goals and targets pre agreed with your Line Manager.

This is a general summary of your description. Martin & Co reserve the right to amend or add to a job description in order to accommodate the needs of the business.